

59th Medical Wing



U.S. AIR FORCE

59 MDW Orthopedic Clinic Product Line Analysis Clinic Input

Information Brief
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Date: 9 Sep 04

Integrity - Service - Excellence

Overview

- Current/Future Problem Areas
- Possible Solutions
- Clinic Issues
- CAMO Interface

Overview

- Orthopedic flight
 - Ortho clinic
 - Podiatry
 - Orthotics (Brace Shop)

Overview

- Orthopedic Flight
 - Ortho Clinic
 - Podiatry
 - Orthotics (Brace Shop)

Overview

- Ortho Clinic

- 11 Physicians *(Authorized 11)*
- 3 (1 Oct- "4") Physician Assistants *(Authorized 2AD)*
(Authorized 2 SCO)
- 2 RNs *(Authorized 1-AD, 1- SCO)*
- 14 ortho techs
 - 9 AD *(Authorized 14)*
 - » 2 NCO positions
 - » 1 @ Podiatry
- 3 SCO *(Authorized 4)*
 - » 1 Radiology SCO
- 5 Admin
 - 2 GS *(Authorized GS-11 4-A, 4 GS Admin)*
 - » 2 Secretaries
 - 2 AD *(Authorized 3)*
 - 1 SCO *(Authorized 1)*

Overview

- Podiatry
 - 3 Podiatrists *(Authorized 3)*
 - 1 Ortho tech *(Out of hide)*

Overview

- Orthotics (Brace Shop)
 - 2 GS - 10 *(Authorized 2GS)*
 - 5 AD *(Authorized 5 AD)*

Overview

- Orthotics
 - 5 orthotic techs
 - 2 GS techs
 - 3 AD techs

Areas of Concern

Current/Future Problem Areas

- **Problem Areas**

- Deployments
- OR time/Consults
- GME
- Space Issues
- Coding
- Staffing
- Clinic Issues

Areas of Concern

Current/Future Problem Areas

- **Where will you focus your efforts?**
 - Finding alternative resources for OR time
 - Protecting GME
 - Maximizing our clinic space
 - Coding accuracy
 - Maximum efficiency from staff
 - Adjusting to various clinic issues

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, Clinic Issues

- OR (Influenced by deployments)
 - Created a part-time schedule for providers
 - 2 clinic days/ 3.5 starts/doc/mo
 - Worked to protect the GME program
 - Booking in Dec/Jan for surgery
 - “Fitting in” trauma cases
 - At what point do we defer consults

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, Clinic Issues

- Can't maximize OR time
 - Contract RN's can't be paid OT
 - Follow-on cases that don't get to start
 - Impact on the floor (beds)
 - Bed space impacting OR starts

Possible Solutions

Deployment, GME, OR, Space, Coding, Staff, Clinic Issues

- OR Time
 - SCO Money
 - Could not hire PA; would like to hire CRNA (hourly)
 - Money from Oct '03 through Sep '04 available
 - Can provide the PACU/SDS support 1 day/wk
 - Can do scopes/utilize other day
 - Have the tech for the OR
 - Keeps up:
 - » Skills for deployment
 - » Morale
 - » Patients in house-cost savings & training for GME

Possible Solutions

Deployment, GME, OR, Space, Coding, Staff, Clinic Issues

- Better use of staff
 - Use Med-Surg nurses from clinics one/day/wk
 - Keeps skills sharp for mobility
 - Anesthesia arrive 5 minutes early
 - Arriving at 0655 for 0700 start
 - Create flex time in their schedule (contract)

Possible Solutions

Deployments, GME, OR, Space, Coding, Staff, Clinic Issues

- Utilization of Local Rooms
 - Develop policy on availability/utilization of rooms fitted as local rooms
 - Certify RNs for conscious sedation
 - Benefits:
 - Hand team
 - Podiatry

Possible Solutions

Deployments, GME, OR, Space, Coding, Staff, Clinic Issues

- “Flip-Flop” Rooms to max OR utilization
 - Regular scheduled room is used
 - Concurrently, “closed” room is prepped
 - Variations:
 - Bring in patient when first room is being completed
 - Sr. resident can start 2nd case/close on 1st case
 - » Prevents loss of time due to prepping/clean-up or turn-over

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, Clinic Issues

- GME (Influenced by deployments)
 - Sub-specialty is lost for 4-5 months
 - Clinics must now absorb non-surgical patients
 - Need oversight for 12 residents annually
 - Potential loss of OR training

Possible Solutions

Deployments, GME, OR, Space, Coding, Staff, Clinic Issues

- **GME**
 - MOU with local providers- Disadvantages
 - Costly, though less than TDY to MTF
 - \$36K- \$60K for non-local TDYs
 - Cost of annual medical insurance/3 month rotation
 - Inconsistent training/Quality of training
 - MOU agreement with local provider may change annually
 - Impacts call schedule - must maintain 80hr/wks
 - Decreased military training

Possible Solutions

Deployments, GME, OR, Space, Coding, Staff, Clinic Issues

- GME
 - MOU with local providers- Advantages
 - UTSA/BAMC- Level I trauma = similar training
 - (UTSA is used currently; tough to add more students to their system)
 - Slightly more oversight
 - Decreased cost (vs. MTF training)
 - Large pool of orthopedic surgeons in San Antonio

Possible Solutions

Deployments, GME, OR, Space, Coding, Staff, Clinic Issues

- GME – protecting the problem
 - Created team approach to maintain OR experience
 - Residents have 2 OR days/wk

Areas of Concern

Deployment, GME, OR, **Space**, Coding, Staff, Clinic Issues

- 6-7 Clinics running M-F
 - 13 exam rooms available
 - 2 rooms/provider
 - 3 rooms to be built (?1 Oct?)
 - 2 exam rooms
 - 1 office

Possible Solutions

Deployment, GME, OR, **Space**, Coding, Staff, Clinic Issues

- **Space**
 - Ortho
 - Doubled up some staff
 - Using treatment room as exam room
 - Initiate some long term plans to adjust current clinic space
 - Work space and resident call rooms are minimal for number of residents
 - Brace shop lost 1 fitting room to an office
 - Need an additional 13 rooms/ 4 rooms/doc
 - Would like to expand to Brace Shop or General Surgery

Areas of Concern

Deployment, GME, OR, **Space**, Coding, Staff, Clinic Issues

- Podiatry
 - Have 4 exam rooms
 - 2 small supply closets
 - Check-in area= NCO's office
 - Would benefit from having local room
- Location! Chronically not wanted at 6612

Areas of Concern

Deployment, GME, OR, **Space**, Coding, Staff, Clinic Issues

- Minimal Area for Improvement
 - Not much room left to maximize
 - Exam rooms are small
- Move
- Need an additional 3 rooms
minimal

Areas of Concern

Deployment, GME, OR, **Space**, Coding, Staff, Clinic Issues

- Brace Shop
 - Other space
 - Bldg 4600- used for small pox
 - Bldg 4610- used by reserves
- Must meet unique power, plumbing and ventilation requirements

Areas of Concern

Deployment, GME, OR, **Space**, Coding, Staff, Clinic Issues

- Ideally, 5 rooms
 - Open work area
 - 2 Fitting rooms
 - Mud room
 - Oven room
 - Machine area

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- Manning- (per '99 man power study)
 - 100% manned- based on poor data (coding)
 - Data is approx 1 staff for every 100 people; almost 9 staff needed
 - 5 military; 2 civilian (1 full-time instructor)
 - Full-time instructor slot was deleted off of the MAPG

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- Budget
 - Increased use from other providers
 - Adult Family, Kelly, OB, Peds
 - Approximate 36% increase from FY '03
 - Patient visits expected to increase to 850
 - Increase in Ortho staff
 - Increased off the shelf items
 - Not included in budget????

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- Budget
 - Need \$10K for TDY funds- to maintain current with technological changes/retirements
 - Boston Course- \$5K (MA)
 - Helmet course - \$3K (FL)
 - Need equipment to maintain pace with demand
 - \$20 K for Ortho grinders
 - Coders started 1 month ago

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- *Only Orthotic Training Site in DoD!!*
- Oversight is by Sheppard AFB
- Course awards the 4J032A AFSC
 - 23 AF wide; 6 bases
 - 3 projected for Sep '04- 1 inbound;
 - 3 projected for June '05
 - Problems with AFPC advertising position
 - This year, advertisement was word of mouth
 - Applications due 6 mo prior to start

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- School Budget
 - Total consumed for a class-\$4,000
 - \$6K funded last year
 - No money, no students for 6 months
 - Lag due to 50 wk course to 30 wk course
 - Students are a Shred-out now vs. Pipeline
 - '05 will have 2 classes -- will run out of money
 - Projected \$8K budget deficit
 - No '05 budget projected as of yet

Areas of Concern

Deployment, GME, OR, Space, Coding, **Staff**, Clinic Issues

- Technician staffing
 - Increased providers, but not techs
 - Podiatry given tech out of hide
 - 1 tech for 3 docs + admin work
 - Revamping tech schedules to accommodate; more change in mind-set
 - Admin tech for ortho
 - 3 techs in 10 months; arrive with separation date!
- Need at least 3 techs
 - We're authorized 6 more techs
 - Will need the 6 total if we lose the SCO money in '06

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- Coding
 - Podiatry
 - met with their coder last week
 - Determined some improvements to be made
 - Ortho
 - Coders will move into clinic today
 - Missing coding for supplies
 - “Issues” with getting transcriptions back

Possible Solutions

Deployment, GME, OR, Space, **Coding**, Staff, Clinic Issues

- Design overprints specific to each clinic
- Coders will help design to ensure max level of coding

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- Coding- Reference the Benchmark RVUs
 - Orthotics
 - Were coding their own until August
 - MEPRs
 - Determined problem areas and corrected “providers” with last falls SAV
 - CPT codes reflect “orthotics fitting and training...” as number one of top 10 items for their clinic
 - Credentialed coder just started 1 mo ago
 - Would like to use “ortho” coder- her emphasis is orthopedics

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- Xray
 - 2 machines in clinic
 - 1 portable - can do hands, ankles, elbows
 - 1 large machine - standing bilat knees, ect
 - **Huge** bottle neck for clinic
 - Placed admin tech to check-in patients
 - Xray techs can focus on films

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- Large machine is down ave. 2-3 times/wk
 - Broke-Tuesday, will be down for minimum 2 wks
 - Pts must go upstairs (including immobile pts)
 - Clinic is running 2-3 hours behind
 - Notified Wing Advocate of potential increase in complaints

Areas of Concern

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- We must do all scoli films in clinic
 - We have the only machine that will allow films to be made into hard copy (2wk window)
 - Disruptive to clinic
 - Tried to limit to appts on Friday afternoon
 - Takes 30 minutes to complete a film (not print it off)

CAMO Interface

Deployment, GME, OR, Space, Coding, Staff, **Clinic Issues**

- CAMO is working well
- Would like them to manage 72 hr consults
 - Triaged by doc in CHCS
 - Contract prohibits
 - Will have an answer by Friday
- Started managing Podiatry on 9/9/04
- No problems foreseen with communication



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